ABSTRACT

Techniques are described for scheduling the performance of service actions that involve activities at multiple locations. A computer system includes a scheduling engine and a repository of resource information. The scheduling engine associates, based on user input, resource information with both a first task item to be performed at a field

5   location and a second task item to be performed at a central workshop location that is different from the field location. Each of the first and second task items are to be completed as part of a service action. The repository includes (1) field human resource information so that a specified field technician is associable with the first task item and (2) central workshop human resource information so that a specified central workshop

10   technician is associable with the second task item.

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